



Helping New Mexicans Resolve Problems With Federal Agencies

**Constituent Services
From the Office of
U.S. Representative Tom Udall**



Dear Friends:

If you are a New Mexico resident encountering problems with a federal agency, I may be able to help you. I employ a team of Constituent Services Representatives in my New Mexico offices who receive hundreds of calls and letters each week from constituents seeking assistance. My staff members specialize in working with constituents who have encountered problems with government agencies and would be happy to assist you.

“Congressman, can you help me get my Social Security checks?”

While it isn't possible to set aside federal laws, rules and regulations for an individual, my staff and I can help New Mexicans with misunderstandings, disagreements and other problems they are having with federal agencies. Although some cases can take longer to resolve than others, some requests for assistance can be resolved with a letter or phone call from my office.

My staff members work with all federal agencies. Some of the agencies we contact on a daily basis include:

- Internal Revenue Service
- Immigration and Naturalization Service
- Social Security Administration
- Department of Veterans Affairs
- State Department
- United States Postal Service
- Department of Defense
- Medicare and Health Care agencies

“How do I get your help?”

Under the Privacy Act of 1974, I can initiate a federal agency inquiry on behalf of constituents only with their express written authorization. My staff can send the necessary form to you for your signature, and you should send a letter to my Santa Fe office explaining your problem and giving me permission to make inquiries and receive information on your behalf.

In addition, I need your full name, address, daytime phone number, pertinent case or file numbers (i.e.: social security number, alien number, INS receipt number, military service number, VA claim number, etc.). Copies of previous correspondence with an agency can also provide helpful background for my staff.

Please send your written requests for help to:
U.S. Representative Tom Udall
Joseph M. Montoya Federal Building
120 S. Federal Place
Room 100
Santa Fe, New Mexico 87501
Attn: Casework

Agencies can take four to eight weeks or even longer to respond. A member of my staff will contact you as soon as we receive a response.

“Should I contact you or another representative?”

As one of three U.S. Representatives for New Mexico, I represent northern and portions of eastern New Mexico. In addition, you have two U.S. Senators who represent the entire state.

When you contact me, it is important to let me know if you have already contacted another of your federal legislators. The chances of success do not necessarily increase if more than one federal legislator gets involved. In fact, it can be counter-productive. Responding to multiple inquiries duplicates the work for agencies, leaving them less time to actually work on processing your case.

“Can you help get the potholes in my street patched, or lower my property taxes?”

Unfortunately, there are limits to the types of cases in which I can help due to the Separation of Power doctrine. For example, it is prohibited as a federal legislator to intervene in on-going legal or judicial proceeding.

In addition, I have no authority over programs administered by the State of New Mexico, even federally funded programs such as the Food Stamp program.

I also cannot intervene in private matters or local issues such as zoning, property taxes and road repair that are under jurisdiction of the city or county in which you live. I hope you find the following suggested contacts helpful in resolving local issues.

Local Government Issues:

Mayor, City Manager, City Council members

County Issues:

County Managers, County Commissioners

State Issues:

Office of the Governor or appropriate state agency

Questions? Comments? Concerns?

Santa Fe Office

**Joseph M. Montoya Federal Building
120 S. Federal Place
#100
Santa Fe, New Mexico 87501
(505) 984-8950**

Clovis Office

**Post Office Box 868
Clovis, New Mexico 88102
(505) 763-7616**

Farmington Office

**800 Municipal Drive
Farmington, New Mexico 87401
(505) 324-1005**

Rio Rancho Office

**3900 Southern Blvd. SE
#105-A
Rio Rancho, New Mexico 87124
(505) 994-0499**

Gallup Office

**110 W. Aztec
Gallup, New Mexico 87301
(505) 863-0582**

Las Vegas Office

**Post Office Box 160
Las Vegas, New Mexico 87701
(505) 454-4080**



TOM UDALL
Case Authorization and Privacy Release Form

NAME _____ DATE _____

HOME ADDRESS _____

HOME PHONE _____ WORK PHONE _____

E-MAIL ADDRESS _____ FAX NUMBER _____

SOCIAL SECURITY NUMBER _____

PLEASE PROVIDE ANY OTHER IDENTIFICATION RELEVANT TO YOUR CASE, SUCH AS VETERAN CASE IDENTIFICATION NUMBER, CSA NUMBER, IRS NUMBER, INS NUMBER, ETC. _____

PLEASE ATTACH A TYPED OR CLEARLY WRITTEN DESCRIPTION OF THE PROBLEM AND ANY RELEVANT DOCUMENTATION.

I hereby request and authorize United States Representative Tom Udall, and/or members of his staff, to make an inquiry on my behalf in addressing this matter. I further understand that I will save harmless any agencies divulging information pursuant to this release of information, as well as Representative Tom Udall and/or any representative of his staff in these matters.

Printed Name: _____

Signature: _____

In order to comply with the provisions of the Privacy Act of 1974, it is necessary that your signature be on file.